

# Claudia Mena Rieke

Honolulu, Hawai'i | [LinkedIn](#) | [claudiamenarieke.netlify.app](#) | 509-430-6542 | cmenarieke@gmail.com

## EDUCATION

---

**Columbia Basin College** **Pasco, WA**

*Associate in Arts and Sciences*

**SheCodes** **2022**

Successfully completed the basic course that included HTML 5, CSS 3, ES6 using VS Code and CodeSandbox.

**SheCodes Plus** **2023**

Successfully completed the Plus course that went more in depth learning in HTML 5, CSS 3, ES6 using VS Code, API's, Github, hosting on Netlify and Bootstrap.

**SheCodes Responsive** **2023**

Successfully completed the SheCodes Responsive workshop which enhanced my knowledge on responsive development, flexbox, Bootstrap, and search engine optimization (SEO).

**SheCodes React** **2023**

Diving deep into the world of React and Node.js.

## LEADERSHIP EXPERIENCE AND ACCOMPLISHMENTS

---

**COM Coordinator** **Honolulu, HI**

*Hunt Military Communities*

*Apr. 2022 - March 2023*

- Led vendor communications with completing an emergent need to have all fire sprinkler systems inspected, repaired, and tagged for 793 homes within a three month timeline. I provided necessary weekly updates to senior directors that then provided reports to senior Navy partners.

**Coffee Shop Supervisor** **San Diego, CA**

*Eurest Services, Inc.*

*2019*

- Restructured team to prioritize customer experience, resulting in improved satisfaction ratings and increasing daily shop sales from \$900 to \$1600, achieving a 78% revenue boost.

**21st Century Site Coordinator** **Tri-Cities, WA**

*ESD123 at Amistad Elementary*

*2015 - 2017*

- Successfully completed a five year grant for an afterschool program by meeting all expectations of student enrollment as well as curriculum requirements.

## SKILLS

---

**Skills:** HTML 5, CSS 3, ES6, VS Code, Bootstrap, React, Figma, CodeSandbox, SEO, Github, Netlify, Microsoft Office, Zoom, Google Docs/Sheets, Sage Accounting, Slack and Spanish.

## WORK EXPERIENCE

---

**COM Coordinator** **Honolulu, HI**

*Hunt Military Communities*

*Apr. 2022 - March 2023*

- Led vendor communications with completing an emergent need to have all fire sprinkler systems inspected, repaired, and tagged for 793 homes within a three month timeline. I provided necessary weekly updates to senior directors that then provided reports to senior Navy partners.
- Streamlined vendor communications in regards to daily schedules, purchase orders (PO), and payments by creating shortcuts and creating a system at move out to ensure all PO's would be approved by the time the vendors needed, which then lead to on-time payments for vendors.
- Implemented a new communication system for weekly scheduling of long term Project Recapitalization Accounts (PRA) that were sent out weekly. This new system allowed vendors and Hunt employees to be informed on all completions, delays, and projection timelines.
- Improved Navy partner relationships by building communication pathways with leaders on expectations and realistic deliverables.
- Built strong communication lines with multiple resident services offices (RSO's) to decrease the delay in last minute reports that once led to delays for the units entering the change of occupancy maintenance (COM) process. Due to the stronger communication lines between RSO, it allowed us to have more information when the leasing department inquired about a quick turnaround time for a specific unit.
- Provided timely and informative weekly updates to senior directors that were then used for weekly updates to senior Navy partners. These updates included information on any possible delays, course of action being

taken to minimize delays as much as possible, as well as projections for any units that may be exceeding the 14 day turn around.

- Aided manager with scheduling, vendor communications, PRA completions, and payments on a total of 547 units. Thirteen of those units were considered flag units that overgo a much more extensive COM process and inspection.

**Resident Services Specialist**

*Hunt Military Communities*

**Honolulu, HI**  
Nov. 2021 - Apr. 2022

- Coordinated communication between residents, maintenance, and upper leadership.
- Managed scheduling and appointments with YARDI, leadership, leasing, COM's team, and Navy inspectors.

**Administrative Office Assistant**

*Starcomm Wireless Inc.*

**Honolulu, HI**  
Mar. 2021 - Nov. 2021

- Managed daily office paperwork, including sales, service, and deliveries. Ensured accurate record keeping and bookkeeping.
- Provided administrative support to senior leadership and the CEO.
- Maintained effective communication with customers and departments.

**Coffee Shop Supervisor**

*Eurest Services, Inc.*

**San Diego, CA**  
2019

- Restructured team training to prioritize customer experience, resulting in improved satisfaction ratings.
- Increased daily shop sales from \$900 to \$1600, achieving a 78% revenue boost.
- Scheduled and supervised employees, ensuring compliance with break regulations and efficient staffing.
- Developed strong customer relationships by providing personalized service and fostering a positive atmosphere.
- Led hiring process, conducted interviews, and mentored staff to enhance sales and customer service skills.

**Barista**

*Draft Coffee*

**San Diego, CA**  
2019

- Provided exceptional customer service, ensuring a positive experience for all customers and building strong relationships with regulars. Effectively communicated with team members to coordinate drink orders and collaborate with cooks for food items.

**Barista**

*JoyBrewed Espresso*

**San Diego, CA**  
2018

- Provided exceptional customer service, resulting in high satisfaction scores and repeat business.
- Developed and implemented new drink recipes, driving seasonal sales and customer engagement.

**Barista**

*Dutch Bros. Coffee*

**Tri-Cities, WA**  
2017 - 2018

- Provided exceptional customer service, greeting customers warmly and creating a welcoming atmosphere

**21st Century Site Coordinator**

*ESD123 at Amistad Elementary*

**Tri-Cities, WA**  
2015 - 2017

- Coordinated and aligned services for over 60 students and their families at school sites
- Developed educationally enriching activities with school staff, parents, and community partners
- Successfully managed multiple partnerships and worked within timelines
- Facilitated activities and events for students at the school site all within budget boundaries
- Managed personnel paperwork, including hiring processes and accurate record-keeping
- Ensured student safety and participated in program assessment and professional development

**Administrative Assistant**

*ESD123 at Amistad Elementary*

**Tri-Cities, WA**  
2014 - 2015

- Conducted community outreach to engage students
- Fostered a culture of responsibility for maintaining and improving the program space